

**Department of Technology Services  
Technology Advisory Board Meeting  
January 9, 2006**

**Attendees:** Steve Hess, Tani Downing, Marvin Dodge, Steve Fletcher, Ed Ekstrom, Myron March

**Guests:** Dave Burton, Randy Hughes, Jolet Olsen, Jim Matsumura, Lloyd Johnson, Kevin Van Ausdal, Greg Gardner, William Shiflett

**Excused:** Representative David Clark

Ed Ekstrom welcomed the group and asked for a motion to approve the previous meeting's minutes. Steve Hess motioned to approve the minutes, Steve Fletcher seconded the motion and the group approved the minutes from the previous meeting.

**Initiatives Retreat**

Steve Fletcher mentioned that after the last meeting; Tani Downing, Greg Gardner and he discussed with Neil Ashdown the possibility of having a retreat with the Cabinet to discuss the initiatives for the state. He said that Neil wanted to have this in the third week of January. Steve is working on getting a facilitator.

**DTS Activity Update**

Steve Fletcher discussed the Service Level Agreements mentioning that we are currently working with the agencies to put these in place. He then explained that we will be having training on ITIL practices. ITIL is an international standard of best practices for Information Technology. This will help to define some of the practices that need to be put into place within the new department. Steve said that SAIC and Pink Elephant will be providing training for the Department at a later time. Steve also mentioned that we've identified two areas that we will be implementing ITIL practices, Service/Help Desk and Service Level Agreements.

**Strategic Plan**

Ed Ekstrom mentioned that budget issues and timing (calendar) are now a concern for the strategic plan. Tani Downing asked about the budgets for each agency, and how this is being worked, i.e. federal funding, efficiencies, etc. Steve said that he will be working with the agencies on this issue and it needs to be done in conjunction with the agency budget personnel.

**Other Items**

Tani Downing asked if there were any deadlines for the Legislature. Steve Fletcher said that we just need to get the bill passed.

Meeting was adjourned.